

FOOD STAMP ERROR REDUCTION WORKGROUP ACTIVITY SUMMARY

OPEN PROJECTS

Begin Date	End Date	Issue – Action Item	Process/Status	Desired Outcome	Result	Next Steps	Lead
PROSPECTIVE BUDGETING							
ALERTS							
5/02	pending	Respond to Alerts Issues Raised at WCHSA Symposium	IMAC Workload Group gave the committee four major topics of concerns from the 2/02 symposium 10/02: Issues added to the state workgroup alert project.	To enhance and address: <ul style="list-style-type: none"> • Workload issue for workers. • Caseload management Issues • Payment accuracy when PA alerts are evident 	Committee provided input toward a response document with recommendations to IMAC Workload group. Final document not yet completed	Committee will serve as resource to state alert workgroup.	Mike McKenzie
09/02	Pending	Provide feedback and input to State Alerts Workgroup on an ongoing basis	Error Reduction Committee will respond to issues brought by members of State group	Give input from both error reduction perspective with user need focus	To work toward a more user-friendly and process-relevant alert system	Ongoing input thorough state workgroup completion	Sara Pynenberg (co-chair of State Alert Workgroup)
DATA EXCHANGE							
Notes Regarding Data Exchange: <ul style="list-style-type: none"> • Many issues related to Data Exchange overlap with Alerts • A Data Exchange workgroup has developed so issues identified as priorities by this committee will be forwarded to the Data Exchange Workgroup 							
FRAUD/CHANGE REPORT/CLIENT EDUCATION							
06/01	Pending	Change Reporting PowerPoint Package	Committee reviewed a client education CD from Iowa. Determined PowerPoint would be a better vehicle. Draft completed 5/02. Demonstration to IMAC on 11/21/02 Work in progress	Visual vehicle for the client regarding reporting changes. Provides consistency in information provided by the worker. Available at the worker's desk.	Not yet completed	Will need support to get the final product approved and sent to all agencies & workers	Tom Prete
10/01	Pending	Single Page Document of Rights and Responsibilities Initialed by the Client	Committee has reviewed several drafts and revisions. Final version pending	To assure that the client documents that s/he is aware of responsibilities and consequences.	Work continues on this. Impact measured after implementation	Potential referral to the Program Simplification workgroup	Marcia Williamson

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10/01	10/4/02 CNSL manual letter Auto-mation pending	60 day Follow-up Letter (After Application/Review) for Change Reporting (“Project Re-Call”)	Letter developed in CNSL for manual use. PCR pending in CARES for automation.	The follow-up letter reminds clients to report changes. Since a lot of information is given in the interview, this reminder focuses solely on the reporting requirement.	Implemented in 2 phases: 1. Worker will manually mail letter from CARES list. (Done - OM 02-59) 2. Letter text and process will be fully automated	Promote implementation of Phase 2	Lisa Hanson
1002	Pending	Reduce Size of Change Reporting Poster for Review Mailings	Suggestion was made to send a reduced-size poster at review to compliment the change folder	Provide a change reporting reminder that is less costly than using the change reporting folder but equal in impact.	Continued discussion in progress.	Determine if this should be done and cost impact	Lisa Hanson
FS CASE MANAGEMENT							
10/02		Follow up to Tim Gard’s Interviewing Training	Committee received a list of worker questions and issues from Tim resulting from the training. Review and address responses for those having error reduction impact.	Identify issues raised by direct line staff related to FS processing and develop committee projects from the concerns and questions listed.	Committee in beginning stages of reviewing documents provided by Tim Gard.	Amend committee activities and response accordingly	Lisa Hanson
11/01	Pending 1/03	“Inspirational” Calendars for Workers Pre-printed With Significant Dates	Viewed sample produced by Ohio. Scheduled for CY 2003	Will help worker manage caseload by watching significant processing dates.	Draft in progress	Issue sometime in December	Lisa Hanson
06/02	Pending 03/03	Supervisor Forums	Dates Scheduled: 3/12 – Wisconsin Dells 3/18 – Hayward 3/19 – Stevens Point 3/26 – Waukesha	Assist supervisors develop strategies to deal with staff workload management issues.	Based on recommendation from the last forum. Initial county survey conducted for topic issues.	Committee will participate in discussion of topics covered. Another county survey will be conducted for topic issues	Staci Wanty Lisa Hanson
IVA/IVD INTERFACE							
Note: Committee has not visited this issue to date. The primary focus on this topic: <ul style="list-style-type: none"> Alerts generated by the interface. This will be addressed in the alerts position paper currently in process 							

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<ul style="list-style-type: none"> Automating the entry of child support. This issue is best addressed by the IT Subgroup although this committee would be willing to provide input if needed. 							
FSET EXEMPTION – AIWS PLACEMENT IN CARES DRIVER FLOW							
TANF CODING/ISSUES							
Note: CARES changes have been made to address some of the committee's concerns. The committee will revisit this issue if it is identified to continue to be an error-prone element.							
BENEFIT RECOVERY							
No activity specific to this topic to date.							
“WPFN” CAPABILITY ON ES SIDE							
Notes: <ul style="list-style-type: none"> This issue continues to be on the “wish list” for the FS Error Reduction Committee, however in light of the potential time commitment required to affect this programming, the committee has not aggressively approached this issue. Discussion has suggested Data Warehouse may be the answer, however the information on Data Warehouse is not updated as frequently as WPFN within CARES. A new member to the committee from the CARES project may be able to give some insight for an approach. With the development of the new IT Committee, this may be a topic for their consideration. 							
FORMULA TO RETURN SOME INVESTMENT \$\$ TO LOCAL AGENCIES							
?		Evaluation of Local Agency Error Reduction Initiatives	As requested by BIMA, the committee will make recommendations related to reinvestment dollars and local agency initiatives.	To enable reinvestment dollars to go direction to counties to implement error reduction strategies.	Awards to local agencies.	Pending project direction.	None assigned
IDENTIFY WAYS TO SPEND REINVESTMENT DOLLARS (& PA CONFERENCE INPUT)							
Note: This has been an ongoing part of committee progress. Most initiatives developed by the committee have fallen into reinvestment funding, and many topics have found their way to the PA Conferences.							